

73744

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Doyle

Art Unit: 2642

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-BASED
CALL ROUTING

Examiner: Deane, W.

Attorney

Docket No.: 73744

PRELIMINARY AMENDMENT

Commissioner for Patents
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued
Examination filed herewith, please amend the above-
identified application as follows: